

# Tempe Municipal Court Strategic Agenda 2020 through 2024

## **Mission:**

Tempe Municipal Court is committed to providing the community with an independent judiciary that serves the public by the fair and impartial administration of justice resulting in the enhancement of public trust and confidence in the court system.

## **Strategic Focus Areas:**

- Ensure Equal Access to Justice
- Enhance Infrastructure: Technology, Facilities and Security
- Improve Operations & Administration
- Engage in Community Outreach & Collaboration

## **Strategy and Action Items:**

The Tempe Municipal Court is dedicated to aligning our daily tasks to support the purposes of the court while enhancing work conditions to create and maintain an environment that demonstrates courtesy, dignity and respect for our employees and the community we serve. We plan to accomplish this by communicating with our internal and external partners and ensure accountability for our actions and transparency in our operations. The below projects, goals and initiatives are identified as ways to support our Mission and Strategic Focus Areas:

1. Implement Fair Justice Initiatives
  - Enhance online payment system, interactive voice response system, email, and text notifications of court events.
  - Ensure bench books & other judicial aids are consistent with adopted Fair Justice Initiatives.
  - Evaluate conditions of release options: develop process to facilitate increased use of unsecured bonds.
2. Support & Expand Restorative Justice Options
  - Work with criminal justice partners and other community resources, such as ASU, to evaluate existing diversion programs, restorative justice programs, local needs and opportunities and encourage early case resolution.
  - Consider ways to screen & address defendant treatment & service needs relating to homelessness & mental health.
3. Electronic Case Management Enhancements
  - Expand acceptance of E-complaint types filed in the Court's Case Management System (CMS): Arizona Traffic Ticket and Complaint & Zoning/Neighborhood violations.
  - Evaluate electronic document management system to facilitate development and implementation of active case imaging, paper-on-demand environment and Bench automation for criminal, civil and civil traffic case types. ®
  - Evaluate CMS statistical data to include dashboard capability to increase data-driven decisions.
  - Create a treatment court database for the East Valley Regional Veterans Court.
4. Enhance Professionalism, Succession Planning and Employee Appreciation
  - Continue cross-training plans for staff, leadership and judicial officers.
  - Continue to conduct Employee Satisfaction Survey to help:
    - Organizational development and operational improvements.
    - Evaluate teamwork and management styles.
    - Enhance job satisfaction.
  - Participate in City development and implementation of performance evaluation system and tracking.
  - Develop & review policies, procedures & forms to support Court operations.
  - Continue Employee Recognition Program.
  - Continue Alternative Work Schedule.